



# *2002 IQRS Operations Informational Web Site*



## **Web Site Redesign**



# *2002 IQRS Operations Informational Web Site*



## **Goals of Redesign**

### **1. Strengthen Information Architecture (IA)**

- IA is the definition, organization, and design of information within a system.
  - Web system defined by organization, hierarchy, navigation, labeling, etc.
- Focus on usability.
  - Functions that add value, are easy to use, and accomplish user goals.
- Make site structure and function obvious.
  - Match user goals to site (task analysis).
  - Balance breadth and depth (architecture not too flat or deep).



# ***2002 IQRS Operations Informational Web Site***



## **Goals of Redesign (cont.)**

### **2. Improve Navigation to Help Users Find What They Need**

- Speak the user's language.
- Be consistent and use web standards.
- Align navigation structures with cognitive models.
- Minimize users' memory load.
- Allow for chunking or grouping of tasks.
- Provide progressive levels of details.
- Provide navigational feedback.

### **3. Move Toward Section 508 Compliance**

- Defined in Access Board Standards, published on December 21, 2000.



# *2002 IQRS Operations Informational Web Site*



## **Design Elements That Increase Usability\***

- **Provide search capability.**
- **Use straightforward and simple titles.**
- **Structure pages to facilitate scanning.**
- **Use content hierarchies.**
- **Ensure that pages are accessible.**
- **Follow standard web conventions.**
- **Use a frameless design.**
- **Avoid using scrolling text, marquees, and constant animation.**
- **Minimize scrolling on navigation pages.**

\*From Jakob Nielsen's Alertbox ([www.useit.com/alertbox](http://www.useit.com/alertbox))



# *2002 IQRS Operations Informational Web Site*



## **Designing Navigation\***

### **Five Elements of Persistent Navigation:**

- **Site ID** - provides an identity.
- **A way home** - user can always “start over.”
- **A way to search** - for search-oriented users.
- **Utilities** - important elements, but not part of the content hierarchy (like signs for the facilities in a store).
- **Sections** - primary navigation or main sections.
- Exceptions can be made on the home page and forms.

\* From Steve Krug's *Don't Make Me Think! A Common Sense Approach to Web Usability*.



# *2002 IQRS Operations Informational Web Site*



## **Design Elements That Increase Usability**



# 2002 IQRS Operations Informational Web Site



Search capability on every page

Frameless design preserves page integrity

No scrolling on home page allows users to see all navigation options

Grouping/chunking facilitates scanning



# 2002 IQRS Operations Informational Web Site

Interface Control Documents - Microsoft Internet Explorer provided by SRA International

File Edit View Favorites Tools Help

Skin Navigation Links

**National Practitioner Data Bank**  
**Healthcare Integrity and Protection Data Bank**

Home Customer Service FAQs Site Index Visit DPDB

**ABOUT THE DATA BANKS**

- NPDB
- HIPDB

**GENERAL INFORMATION**

- Registering
- Billing and Fees
- Disputing Reports
- Querying & Reporting

**USING THE IQRS**

- IQRS Features
- What's New

**PUBLICATIONS**

- Fact Sheets
- Guidebooks
- Interface Control Docs (ICDs)
- Newsletters

**LEGISLATION AND POLICIES**

- Federal Register Notices
- Legislation & Regulations

**STATISTICAL INFORMATION**

- Annual Reports
- Public Data Files
- Data By Profession & State

**Interface Control Documents (ICDs)**

**Electronic Formats for Querying and Reporting**

Registered entities may use different methods for querying and receiving query responses, and submitting reports. The methods available are:

- Interactively via the Internet using the IQRS. The IQRS is the primary method of submission. The IQRS is easy to use, allows reporters to create different versions of reports prior to submission, provides data validation capabilities, and allows maintenance of a subject database for subsequent query or report submissions.
- Through an electronic transaction file submission, via ITP with data provided in the format specified in the appropriate ICD. Submission by ITP is an alternative for those entities who generate queries and reports from custom (third-party) software or other special purpose software. The [ITP instructions and necessary class and Java files](#) are available for download.
- On diskette with data provided in the format specified in the ICD (available for reports only). Like reporters using the ITP, reporters who submit reports via diskette also must format their data using the appropriate ICD. However, diskette reporters will receive paper responses from the NPDB-HIPDB.

The ICDs provide information about the format, structure, and content of electronic files for submitting queries and reports. The ICD specifies the data elements (variables), data types, acceptable values and codes, organization, and format for submitting queries and reports via the ITP (as well as reports submitted on diskette) and for interpreting (i.e., parsing) electronic transaction responses received from the ITP.

All submitted ITP files and diskettes are validated against the specifications in the ICDs, which may be amended from time to time. All mandatory fields must be

Simple page titles are easily understood

Content hierarchies allow users to find what they need

Adobe Get Acrobat Reader

Internet





# *2002 IQRS Operations Informational Web Site*



## **Five Elements of Persistent Navigation**



# 2002 IQRS Operations Informational Web Site

**A way home**

**Site ID**

**Search**

**Utilities**

**Sections**

Interface Control Documents - Microsoft Internet Explorer

National Practitioner Data Bank  
Healthcare Integrity and Protection Data Bank

Home Customer Service FAQs Site Index Visit DPDB

**ABOUT THE DATA BANKS**

- NPDB
- HIPDB

**GENERAL INFORMATION**

- Registering
- Billing and Fees
- Disputing Reports
- Querying & Reporting

**USING THE IQRS**

- IQRS Features
- What's New

**PUBLICATIONS**

- Fact Sheets
- Guidebooks
- Interface Control Docs (ICDs)
- Newsletters

**LEGISLATION AND POLICIES**

- Federal Register Notices
- Legislation & Regulations

**STATISTICAL INFORMATION**

- Annual Reports
- Public Data Files
- Data By Profession & State

**Interface Control Documents (ICDs)**

for Querying and Reporting

may use different methods for querying and receiving query responses, and submitting reports. The methods available are:

- Interactively via the Internet using the IQRS. The IQRS is the primary method of submission. The IQRS is easy to use, allows reporters to create draft versions of reports prior to submission, provides data validation capabilities, and allows maintenance of a subject database for subsequent query or report submissions.
- Through an electronic transaction file submission, via ITP with data provided in the format specified in the appropriate ICD. Submission by ITP is an alternative for those entities who generate queries and reports from custom (third-party) software or other special purpose software. The [ITP instructions and necessary class and Java files](#) are available for download.
- On diskette with data provided in the format specified in the ICD (available for reports only). Like reporters using the ITP, reporters who submit reports via diskette also must format their data using the appropriate ICD. However, diskette reporters will receive paper responses from the NPDB-HIPDB.

The ICDs provide information about the format, structure, and content of electronic files for submitting queries and reports. The ICD specifies the data elements (variables), data types, acceptable values and codes, organization, and format for submitting queries and reports via the ITP (as well as reports submitted on diskette) and for interpreting (i.e., parsing) electronic transaction responses received from the ITP.

All submitted ITP files and diskettes are validated against the specifications in the ICDs, which may be amended from time to time. All mandatory fields must be

Adobe Acrobat Reader

Internet



# *2002 IQRS Operations Informational Web Site*



## **Redesign Implementation**

### **Implemented Redesigned Web Site on December 14, 2001**

- Incorporated the usability goals (Information Architecture and Navigation improvements).
- Became compliant with Section 508 standards.